

Class Title: Operations Manager - Utilities

Department: Public Works
Division: Utilities
Date: 6/01/15
Position Number: 2080

Class Grade: C47
Union: None
Location: DPW
FLSA Status: Exempt

GENERAL POSITION

Performs highly responsible and complex work in directing the operation of the Public Works Department Utilities Division. The City's Utilities Division encompasses the proper operation of Water, Stormwater and Sewer utilities.

SUPERVISION RECEIVED

Works under the general direction of the Director of Public Works and the Assistant Public Works Director Utilities.

SUPERVISION EXERCISED

Manages a team of Public Service Supervisors responsible for all operations of the Public Works Department Utilities division. The Operations Manager is responsible for the overall direction, coordination, and evaluation of divisions' units.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include: interviewing, recommendation for hire, and training employees; planning; assigning, and directing work; appraising performance; rewarding and disciplining employee; addressing complaints and resolving problems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Plans, organizes, and manages the operation of Public Works Utilities division to assure compliance with City policies, codes, procedures, rules, and regulations.

Ensures Water, Wastewater, Stormwater and reclaimed water systems are functioning in compliance with the environmental Protection Agency, Florida Department of Environmental Protection, Department of Health, Broward County Department of Natural Resource Protection and various other regulatory entities.

Overseas operations and administration of field operations, maintenance, construction including water distribution, wastewater collection, wastewater pumping, Stormwater collection/pumping, performs inspections of project/work sites, manages and administers construction projects, reviews, writes and provides input on specifications for capital expansion, reviews submittals and shop drawings, attends construction meetings and reviews progress of projects, prepares permit application, participate in regulatory inspections.

Coordinates the daily operations of the Utility Divisions, establishes operational and administrative policies, relays instructions and procedural revision to the management staff and keeps staff informed on matters that pertain to their operations.

Coordinates with engineering staff and provides operational input in regulatory issues, capital projects, design and construction.

Determines deficiencies in system design and proposes remedies and participates in design of such remedies, coordinating construction to align with existing facilities and equipment.

Supervises staff and oversees contracted personnel in all aspects of inspections, operations, maintenance and repair of lift stations, force mains, gravity main lines, underground structures such as manholes and wet-wells. Manages and implements regulatory compliance projects to include infrastructure rehabilitation, infiltration, inflow abatement, and operational and preventive maintenance programs.

Remains on call 24 hours a day to assist in all emergencies regarding water distribution sewer stations alarms, sewer backups in mains and laterals of residents, force main breaks and storm water emergencies.

Reports to local, state and federal agencies on regulatory requirements such as annual operating reports, monthly pump stations run times, status of infiltration and inflow abatement projects, and systems defects, along with the corrective action being taken or proposed. Prepares reports for Water, Wastewater and Storm water systems to insure compliance with all operating permits is met.

Plans and administers the Divisional budget in accordance with goals and objectives set by the Department Director and prepares specifications for purchase of equipment and securing contracted services. Monitors and controls budget expenditures.

Prepares permits applications to various regulatory agencies, as well as technical letters and memoranda, as needed.

Develops and maintains preventive maintenance programs for all mechanical and electrical systems. Maintains clean, well-painted and well-serviced equipment with an appropriate spare parts inventory.

Maintains up-to date- procedural manuals, operations and maintenance manuals, equipment and system drawings, performance files, service charts and equipment inventory data.

Responds to complaints or comments and questions made by citizens related to division operations in a well-mannered, professional demeanor; corresponds with citizens verbally and in writing.

Investigate all utility-related customer inquiries and complaint and initiates corrective actions as appropriate.

Responds to complaints and questions relates to department operations, provides information, researches problems, and initiates problem resolution.

Directs the completion of special research projects such as assessment of Division needs, efficiency and productivity of operations. Develops long-range plans for special projects.

Requests and assists in the preparation of cost estimates and project design of in-house Division projects; monitors work on Division projects to insure compliance with applicable standards

Prepares requisitions for necessary equipment, material and supplies. Prepares various routine and non-routine reports such as monthly operational reports, requisitions, and training reports.

Performs administrative functions associated with the department operations. Receives various forms, reports, correspondence, requisitions, purchases orders, invoices, budget reports, equipment submittals, payroll, vehicle maintenance request, accidents reports, regulatory reports, engineering reports , contracts documents , construction documents, specifications, master plans, comprehensive plans, union agreements , codes, regulations standards or other documentation; reviews, completes, processes, forward or retains as appropriate.

Coordinates procurement of equipment and contracted services, researches new products, systems, and materials, obtains pricing from contractors and suppliers, prepares specifications for materials, equipment and services, writes, prepares, and reviews bid documents/specifications, recommends awards, ensures contract compliance for all contracts and specifications.

Reviews daily work orders, prioritizes and disseminates work orders and inspects completed jobs at completion phase.

Communicates via telephone and/or two-way radio, provides information, guidance and assistance, takes and relays messages.

Initiates and ensures that safety procedures and equipment are able to meet the needs of the Division. Ensures that procedures are followed and equipment used properly.

Oversees the division payroll process, directs training and safety programs for personnel, makes decision regarding hiring, discipline and promotion of subordinates, authorizes leave of absence and overtime, and reviews employees' performance. Evaluates both unit and individual performance and prepares performance appraisals.

Maintains and updates a variety of records and reports regarding matter such as service and maintenance records of underground utility repair and construction, material, time estimates, work assignments, etc.

Maintains employee discipline and makes recommendations for disciplinary action. Interviews applicants and makes recommendation for hire.

Analyzes needs of Division and develops effective and efficient work schedules, establishes priorities, reviews and adjusts schedules to meet current requirements and emergency conditions. Assigns subordinates in accordance with priorities, schedules and conditions.

Operates a computer to enter, retrieve, review or modify data; utilizes word processing, spreadsheet, database, project management, e-mail, or other software programs.

Communicates with assistant director, director, employees, other departments, engineers, developers, contractors, consultants, inspectors, regulatory agencies, vendors, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems or give/receive advice/direction.

Maintains a comprehensive, current knowledge of applicable laws/regulation; maintains and awareness of new trends and advances in the profession, reads professional literature, maintains professional affiliations, attend workshops and training sessions as appropriate.

Performs Emergency Response duties as assigned.

Provides exceptional internal and external customer service. Builds and maintains positive working relationships with co-workers, other employees, and the public using principles of good customer service; promotes and represents the City to the public in a courteous, helpful, diplomatic and professional manner. Resolves service problems by clarifying the customer's complaint; accessing validity of complaint, determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

PERIPHERAL DUTIES

Performs related duties as required

MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Bachelor's degree in engineering, or public administration from an accredited college or university and four (4) years progressively responsible professional/public works utilities experience, or
- (B) Associates degree in engineering, or public administration from an accredited college or university and five (5) years as an assistant Utilities Operation Manager or
- (C) High School Diploma/GED and 10 years' experience as a Utilities Operations Manager.
- (D) Certification from the Federal Emergency Management Administration, National Incident Management System IS-700 Introduction to NIMS, IS-800 National Response Plan, IS 100 Introduction to Incident Command, and IS-200 Incident Command for Single Resources or ability to obtain within one (1) month of employment.

Necessary knowledge, Skills and Abilities:

- A) Ability to read, analyze and interpret plans, specifications, professional journals, technical procedure or governmental regulations.
- B) Ability to write reports, business correspondence, and procedure manuals.
- C) Ability to effectively present information and respond to questions from groups of managers, clients, customers and general public.
- D) Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry
- E) Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- F) Ability to interpret and extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- G) Considerable knowledge of office management principles, practices and equipment.
- H) Ability to direct, plan and manage the activities of professionals and other subordinates.
- I) Ability to prepare complex reports, make recommendations and assist in the development of long-range plans.
- J) Ability to communicate effectively, both orally and in writing.
- K) Ability to establish and maintain effective working relationships with administrative personnel, subordinates, outside organizations and the general public.

TOOLS AND EQUIPMENT USED

Personal computer and computer terminal, including word processing, application, spreadsheet, and data base and electronic distance measuring devices; motor vehicle; phone; mobile radio.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. Some outdoor work is required in the inspection of various land use developments, construction sites, or public works facilities. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and smell.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee occasionally works near moving mechanical parts and in high, precarious places and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; drug screening; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____
Department Director

Date: _____

Approval: _____
Human Resources Director

Date: _____

Approval: _____
City Manager

Date: _____

Effective Date: 6/12/15

Revision History: 10/01/09, 6/01/15